



Promoting IT Efficiency

QAI
assist

White Paper Operational Disciplines



OPERATIONAL DISCIPLINES

At QAIassist we recognize each and every small and mid-sized organization is unique. We have designed our suite of integrated products and services aimed at increasing an organizations operational efficiency, market competitiveness and bottom line. All of our products and services are based on industry recognized standards and "best practices" and can be customized to meet the specific and unique needs of all businesses and the realities they face every day.

We have developed our products and services based on industry recognized terminology and provide products, services, support and expertise in each of the following "operational disciplines".

We recognize all of these "operational disciplines" may not apply to all organizations, however, by having expertise in all of these areas we offer organizations the flexibility to focus on a solution customized to their most immediate needs. All of our products can be applied to all or any of these "operational disciplines".

Requirements Management - We review the activities being performed by project teams to ensure the requirements as defined and presented by the business side of the house are reflected in the project plans and the work products completed by a project team - inconsistencies are identified and managed. Greater efficiency can be gained by ensuring all user requirements are reflected in the applications used in day to day operations.

Project Planning - We determine whether plans are being prepared for projects, how they are being prepared, the validity of the plans and whether the plans are being maintained throughout the life of the project. Greater efficiency can be realized by ensuring resources are allocated effectively, project scope is clearly defined, and project risks are assessed early in the project.

Project Oversight & Control - We assess to ensure that projects are progressing according to the project plans (see above) and that corrective actions can (and are) be taken when the project's performance deviates from the plan. Greater efficiency can be realized by ensuring the resource and costs remain within budget and project scope is monitored through implementation.

Supplier Agreement Management - We analyze the existing activities to ensure supplier agreements are prepared, maintained and are adhered to by the organization and the supplier. Greater efficiency can be realized by ensuring inter-organizational roles are defined and agreed to and activities are performed according to those agreements.

Metrics & Measurement - We review the activities used to identify, collect and utilize the metric and measurement information associated with existing operational processes and procedures. Greater efficiency can be realized by assessing the metric information and making operational improvements based on the metric data.

Quality Assurance - We assess the role, function and activities being performed by a quality assurance person (or group) to ensure they are objectively determining, communicating and addressing organizational processes and how they are being adhered to. Greater efficiency can be realized by ensuring "approved" organizational processes designed to reduce re-work are being adhered to.



Configuration Management - We review the activities being performed to ensure baselines are determined and maintained, work products are tracked and controlled, and configuration items are identified, controlled and reported on. Greater efficiency can be realized by reducing the confusion associated with configurable items (applications, modules, deliverables, test cases, tools, etc) and ensuring business applications remain available to the user.

Requirements Development - We identify whether stakeholders are determined and their needs, expectations and constraints are incorporated as the product or project is being developed - this includes the traceability of these factors into the final products or system being delivered. Greater efficiency can be realized by ensuring the end product, application or system meets the needs of the business community and they have contributed throughout it's development.

Technical Solution - We analyze the activities used in designing, delivering and implementing a product/project to ensure they align with the requirements identified by the stakeholders and users. Greater efficiency can be realized by ensuring the techniques and practices used by the project team optimize the skills and contributions of the business and technical staff.

Risk Management - We review the tasks and activities that are utilized to determine, monitor and mitigate risks associated with product/project development and implementation - the intent is to reduce adverse impacts on achieving objectives. Greater efficiency can be realized by taking a proactive response on the mitigation of project risk factors.

Process Performance - We analyze the tasks and activities used to assess organizational performance - this includes determining performance objective criteria, defining performance measurement baselines that should be applied, and effectively communicating this information throughout the organization. Greater efficiency can be realized when the organization has a disciplined and fair approach to rewarding resources for their contributions.

Testing (Unit, Integration, Acceptance) - We review roles, tasks, activities, procedures and tools being utilized within the various testing environments (unit, integration, acceptance, regression). Greater efficiency can be realized when the organizational testing resources are coordinated and integrated with the business and project development resources of the organization.

Incident Management - We analyze the activities and practices being used by the organization's technical support services function to identify down time and irregular service incidents. This includes establishing the criteria used to determine an incident, availability of documented incident management processes/procedures, communication of incident management procedures, and application of incident management procedures. Greater efficiency can be realized when organizational resources know who to contact when they have difficulties and how their problems will be addressed.

Problem Management - We assess the processes, procedures and practices used by the organization's technical support services function to address and resolve incidents causing downtime. Greater efficiency can be realized by having and communicating a predefined set of operational process and procedures used to resolve technical support problems.



QAlassist is the industry leader in "Promoting IT Efficiency" to small and mid-sized businesses (SMB's). Our scalable solutions provide SMB's the tools they required to increase operational performance and bottom line through greater "IT Efficiency". Our flagship "Integrated IT Methodology" product provides SMB's a cost-effective means to consistently deliver products, projects, and operations on time and within budget. We design, deliver and support our "IT Efficiency" solutions in affiliation with industry recognized IT Consulting Firms, IT Tool Vendors, and IT Training Organizations.

